

**U.S. Probation and Pretrial Services Office  
Western District of New York  
Position Description**

<b>Job Title/Classification Level</b>	Support Specialist - CL 24
<b>Occupational Group</b>	Operational Court Support

**Job Summary**

Support Specialists provide clerical and administrative support to probation officers in a wide range of areas, including preparing form documents and correspondence, conducting online record checks, creating and maintaining case files, distributing mail, answering phones and greeting visitors and clients.

**Representative Duties**

- Prepares and process forms and documents, ensuring consistency and accuracy among court-supplied documents, officer reports, and related paperwork. Contact various local, state, and national law enforcement and regulatory agencies to collect and record information to assist with investigations. Obtain related records regarding offenders/defendants, following established practices and protocols. Prepares and updates case files and reports, investigation and supervision, at the direction of an officer and in accordance with established policies and practices. Formats, types, and proofread/edit reports prepared by officers.
- Formats, proofreads and edits reports, petitions, letters, memorandums and other documents prepared by the probation officer. Drafts routine correspondence. Processes documents to the Court, Bureau of Prisons, Sentencing Commission, and other agencies.
- Creates, updates, and organizes case files; both electronic and paper form. Initiates and enters statistical information in the agency's automated case management system (PACTS). Audits paper case files before closing to ensure that all necessary documents have been scanned and entered in the client's electronic case file.
- Performs data entry functions into the office's computerized database system. Generate standard reports from databases and computerized systems.
- Assists probation officers in compiling criminal histories; conduct online credit and criminal record checks through local, state and national databases and with collateral agencies and collect supporting documentation.
- Retrieves and copies files for court personnel, attorneys, and others when necessary. Tracks file movement and resshelf files. Prepares and ships records for archiving and retrieves records when required.
- Process travel and expense reimbursement documents.

**Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)**

**Probation, Pretrial Services and Court Operations**

- Knowledge of the roles and functions of the federal probation & pretrial services offices.
- Knowledge of the practices and procedures used in probation processes, including knowledge of the administrative requirements to support these activities and legal terminology.
- Knowledge of the criminal justice system, particularly as it relates to federal Probation and Pretrial Policies and Procedures.
- Ability to compile information (such as background checks and criminal histories) within established time frames and to work under pressure of short deadlines.
- Ability to identify and resolve unusual problems for resolution, or referral to probation/pretrial officers. Ability to organize and prioritize work. Ability to follow detailed instructions accurately.

**Judgment and Ethics**

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

**Written and Oral Communication/Interaction**

- Skill in spelling, grammar and proof reading. Ability to communicate effectively and tactfully (both orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different government levels, community service providers, and offenders/defendants.

**Information Technology**

- Knowledge of software and keyboarding for word processing, data entry, email, computers, and report generation. Skill in using standard office equipment (telephones, copiers, fax machines, scanners, etc). Strong skill in typing and data entry with minimal number of errors.
- Knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar activities (such as the National Crime Information Center).

**Factor 2 – Primary Job Focus and Scope**

The primary focus of the job is to provide assistance and support to the officers and officer assistants. Support Specialists are the primary staff responsible for processing information and documents, case files and other related documents. Support Specialists maintain the official written record of case supervision and investigative activities. Timeliness and accuracy are essential to the efficient operation of the office. If errors occur, it could have serious consequences on the court and the affected parties. Performance of administrative-related tasks frees up the officers for more high level tasks directly involved with defendants.

**Factor 3 – Complexity and Decision Making**

Work processes are well defined but take some time to learn. Support Specialists compile and organize information following standard processes and make work-related decisions based on well-defined policies, standards, and procedural manuals. Work assignments are reviewed for completeness and accuracy by the unit supervisor or probation officers.

**Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are peers, duty officers, supervisors, managers, judges, and chambers staff, for the purpose of providing routine information and operational support.

**Factor 4B – Interactions with External Contacts**

The primary external contacts are with law enforcement personnel, U.S. Attorney's Offices, Federal Public Defender's Office, defense attorneys, and offenders/defendants in a controlled office setting for the purpose of obtaining and verifying information.

**Factor 5 – Work Environment and Physical Demands**

Work is performed in an office setting where people with violent backgrounds are often present. Some lifting may be required.